

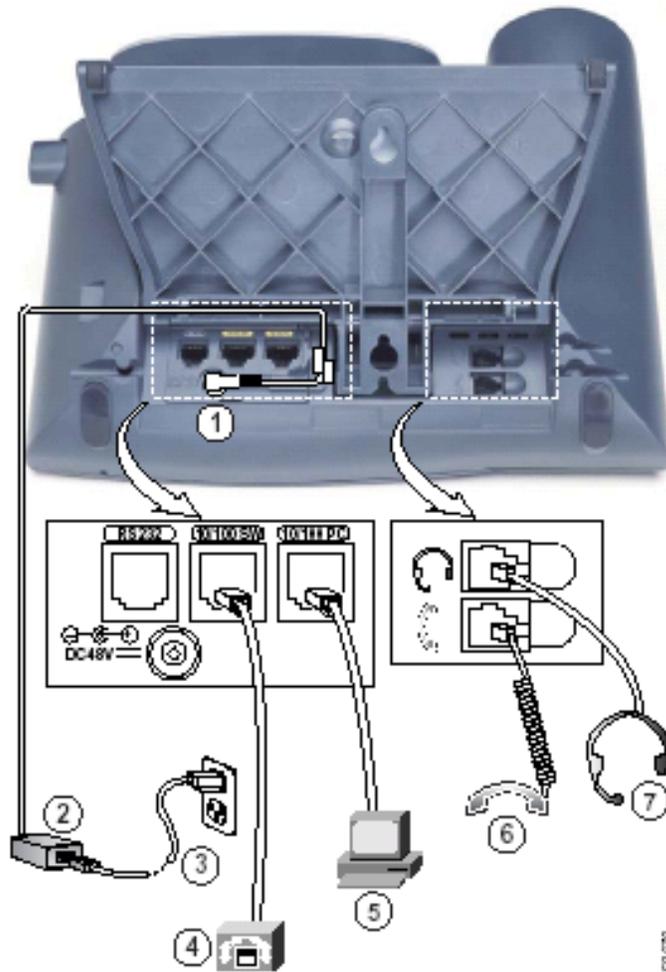
# CISCO 7940/7960 IP PHONE USER GUIDE

## Contents:

- Connection Configuration
- Button Diagram
- Instant Help
- Basic Phone Features
- Voice Mail
- Volume and Ringer Sound
- User Options Web Pages

## Connection Configuration

Table 1-1 Cisco IP Phone cable connections



1	DC adapter port (DC48V)	5	Access port (10/100 PC)
2	Power supply with AC adapter port plug	6	Handset port
3	Power cable with wall socket plug	7	Headset port
4	Network port (10/100 SW)		

# CISCO 7940/7960 IP PHONE USER GUIDE

## Button Diagram

Figure 1-2 Cisco IP Phone 7940



Figure 1-1 Cisco IP Phone 7960



1	Handset with indicator light	Functions like a traditional handset. The light strip at the top of the handset blinks when the phone rings and can be set to remain lit when you receive a voice mail message.  For more information on working with the handset, refer to the <a href="#">“Adjusting the Handset, Speakerphone, and Headset Volume”</a> section on page 2-1.
2	LCD screen	Displays features such as the time, date, your phone number, caller ID, line/call status and softkey tabs.
3	Cisco IP Phone model type	Indicates your Cisco IP Phone model.
4	Line or speed dial button 	Opens a new line or speed dials the number on the LCD screen. Phones in the Cisco IP Phone 7960 series have six line or speed dial buttons and phones in the 7940 series have two.
5	Footstand adjustment	Allows you to adjust the angle of the phone base.
6	Directories button 	Provides access to call histories and directories (see the <a href="#">“Using the Feature Buttons”</a> section on page 1-10.)
7	? button 	Displays help on your LCD screen for a phone button or function (see the <a href="#">“Using the Feature Buttons”</a> section on page 1-10.)
8	Settings button 	Provides access to phone settings such as contrast and ring sound, network configuration, and status information (see the <a href="#">“Using the Feature Buttons”</a> section on page 1-10.)
9	Speaker button 	Toggles the speaker on or off.
10	Mute button 	Toggles the mute on or off.
11	Headset button 	Toggles the headset on or off.  For more information on working with the headset, refer to the <a href="#">“Using the Headset”</a> section on page 1-14.

12	<p>Volume button</p> 	<p>Increases or decreases volume for the handset, headset, or speakerphone (depending upon which is currently active). Also controls the ringer volume (if the handset is in its cradle), and the LCD screen contrast.</p> <p>For more information on adjusting the volume, refer to the <a href="#">“Adjusting the Handset, Speakerphone, and Headset Volume”</a> section on page 2-1 and the <a href="#">“Adjusting the Ringer Volume”</a> section on page 2-2.</p>
13	<p>Services button</p> 	<p>Provides access to any available phone services (see the <a href="#">“Using the Feature Buttons”</a> section on page 1-10.)</p>
14	<p>Messages button</p> 	<p>Provides access to a message system, if available (see the <a href="#">“Using the Feature Buttons”</a> section on page 1-10.)</p>
15	<p>Navigation button</p> 	<p>Enables you to scroll through text and select features displayed on the LCD screen (see the <a href="#">“Navigating on Your Phone”</a> section on page 1-11.).</p>
16	<p>Dial pad</p>	<p>Works exactly like the dial pad on a traditional telephone.</p>
17	<p>Softkeys</p>	<p>Enable you to engage any of the functions displayed on the corresponding LCD screen tabs. Softkeys point to feature options displayed along the bottom of your LCD screen. Softkeys change depending on the status of your phone. For example, you can see one set of softkey options when you pick up the handset, and another set when the phone is not in use.</p>

## Instant Help

### **To display instant help about buttons and features:**

- Press the ? button once, then press a button or soft key.
- Highlight a feature in the Directories, Settings, or Services menu, then press the ? button twice quickly.

## Basic Phone Features

### To place a call:

- Lift the handset and dial the number. (Dial 9 for outbound calls.)
- Press the **line** button for your extension, then dial.
- Press the **Speaker** button, then dial.
- Press the **NewCall** soft key, then dial.
- If you are using a headset, press the **Headset** button, then dial.
- If you have established speed dial numbers, press a **Speed dial** button.
- If you have selected a number from a directory, press the **Dial** soft key.

### To ANSWER a call:

- Lift the handset.
- If you are using a headset, press the **Headset** button. If necessary, press the **line** button of the incoming call.
- To use the speakerphone, press the **Answer** soft key or the **Speaker** button.

### To END a call:

- Hang up the handset.
- If you are using a headset, press the **Headset** button or the **EndCall** soft key.
- If you are using the speakerphone, press the **Speaker** button or the **EndCall** soft key.

### To REDIAL a number:

To redial the most recently dialed number, press the **Redial** soft key.

### To view MISSED CALLS:

1. Press the **Directories** button.
2. Press **1** for Missed Calls.

### To speed dial from a directory menu:

1. Press the **Directories** button.
2. Find the directory that you want, then press the corresponding item number.  
For example, press **3** for Placed Calls.
3. Press the **Dial** soft key to speed dial a selected number. Press **EditDial** to add or remove digits before dialing.  
(You must insert a “9” to dial an outbound number that has been logged in your directory.)

**Note:** To enter any letter on your LCD screen, use a corresponding number key. Press the key one or more times to display a particular letter. For example, press **2** once for “a,” twice for “b,” and three times for “c.” To back up, press the << soft key.

### To PARK a call:

1. With a call on the line, press the **More** soft key.
2. Press the **Park** soft key.
3. Your LCD will display the extension where the call is parked. **Make a note of it.**

## CISCO 7940/7960 IP PHONE USER GUIDE

### Basic Phone Features (cont.)

#### To retrieve a Parked call:

1. Dial the extension where the call is parked.

#### To place a call on HOLD:

- Press the **Hold** soft key.
- To return to the call, press the **Resume** soft key.
- If multiple calls are on hold, use the **Navigation** button to select the desired call before you press **Resume**.
- If multiple calls on multiple *lines* are on hold, press the **line** button for the line to which you want to switch and use the **Navigation** button to select the desired call. Press **Resume**.

#### To place a CONFERENCE call:

1. During a call, press the “**more**” soft key and then the **Confrn** soft key to open a new line and put the first party on hold.
2. Place a call to another number.
3. When the call connects, press **Confrn** again to add the new party to the call.

#### To TRANSFER a call:

1. During a call, press the **Trnsfer** soft key. This puts the call on hold.
2. Dial the number to which you want to transfer the call.
3. As soon as you hear ringing, or after the party answers, press **Trnsfer**.  
**Note:** If the transfer fails, press the **Resume** soft key to return to the original call.

#### To FORWARD ALL CALLS to another number:

1. Press the **CFwdAll** soft key. You will hear two beeps.
2. Enter the number to which you want to forward all of your calls. Enter the number exactly as you would if you were placing a call to that number.  
An animated phone icon flashes in the upper-right corner of your LCD screen.
3. To cancel call forwarding, press the **CFwdAll** soft key.

#### To PICKUP a ringing line in your group:

1. Pick up the handset, press speaker, or headset key.
2. Press the “**more**” soft key.
3. Press the “**Pickup**” soft key.
4. Press **Answer** or press your ringing line
5. Call Received.

#### To PICKUP a ringing line that is NOT in your group:

1. Pick up the handset, press speaker, or headset key.
2. Press the “**more**” soft key.
3. Press the “**GPickup**” soft key.
4. Enter the Pickup group extension of the ringing line.  
(Each group has a unique extension associated with it. You must know the extension for another pickup group to use this feature!)
5. Press **Answer** or press your ringing line.
6. Call Received.

#### To MUTE a call:

Press the **Mute** button. To disengage mute, press **Mute** again or lift the handset.

#### To adjust the RINGER VOLUME:

Press the up or down **Volume** button while the handset is in its cradle.

# CISCO 7940/7960 IP PHONE USER GUIDE

## Basic Phone Features (cont.)

### To change the RINGER SOUND:

1. Press the **Settings** button.
2. Press **2** for Ring Type.
3. Select (1) Default – all lines; (2) Line 1; (3) Line 2; etc.  
(you can select different rings for each line appearing on your phone if you wish.)
4. Use the Navigation button to scroll through the list of ring types and press the **Play** soft key to hear samples.
5. Highlight the ring you want, then press the **Select** soft key.
6. Press the **OK** soft key.

### To adjust the HANDSET, SPEAKER, or HEADSET VOLUME:

During a call, press the up or down **Volume** button. Press the **Save** soft key to apply the new volume level to future calls.

## Voice Mail

### To access your voice mail:

Press the **Messages** button and follow the voice instructions.

**Note:** When you receive a new message, a flashing envelope icon displays on your LCD screen. Depending upon your phone configuration, the light on your handset glows to indicate that you have received a new message.